

ELECTRONIC BENEFIT TRANSFER (EBT) IMPORTANT INFORMATION

CASE NAME
CASE NUMBER

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- It is important that I keep my Electronic Benefit Transfer (EBT) card and Personal Identification Number (PIN) safe. Any EBT transaction made by me, a Designated Alternate Cardholder/Authorized Representative, or any person I voluntarily give my EBT card and PIN will be considered a valid transaction and any benefits taken from the account will **NOT** be replaced.
 - If my EBT card is lost or stolen, I will report it by calling the customer service center **IMMEDIATELY** at 1-877-328-9677. I can do this 24 hours a day, 7 days a week. Any benefits taken from my account before I report it to customer service will **NOT** be replaced.
 - If I think someone may know my PIN number that I don't want to use my benefits, I will have my PIN number changed (I can do this by calling the toll-free customer service center at 1-877-328-9677). If I don't change my PIN number, benefits used by another person will not be replaced.
 - I will be sure all authorized cardholders, including my Designated Alternate Cardholder/Authorized Representative know to report a lost or stolen EBT card or PIN number as soon as possible so I won't lose any benefits.

I certify that I have read this notice or have had it read to me and that I understand this important information about my EBT card.

SIGNATURE OF CLIENT

DATE
